

IN THE CLAIMS:

1. (currently amended) A script compliance method for evaluating ~~the compliance of an~~ a live agent reading with a script to ~~from which the live agent reads when conducting a voice interaction with a live client~~ customer, the method comprising at least the steps of ~~following:~~

5 conducting ~~a~~ the voice interaction between ~~an~~ the live agent and ~~a~~ the live customer ~~client~~ wherein ~~the agent follows~~ in accordance with a ~~the~~ script, and

10 evaluating data representing a portion of the voice interaction spoken by the live agent with an automatic speech recognition component adapted to analyze the portion of the voice interaction and to determine a score representing a degree with which ~~whether~~ the live agent has adequately followed complied with the script during the portion of the voice interaction.

2. (currently amended) The script compliance method of claim 1 wherein said live agent is a telemarketing agent.

15 3. (original) The script compliance method of claim 2 wherein said script includes an offer of goods or services.

4. (original) The script compliance method of claim 1 wherein said voice interaction is carried on a communications network.

5. (original) The script compliance method of claim 4 wherein said communications network is a publicly switched telephone network (PSTN).

20 6. (original) The script compliance method of claim 4 wherein said communications network is the internet.

7. (original) The script compliance method of claim 4 wherein said communications network includes a wireless component.

25 8. (original) The script compliance method of claim 4, wherein said voice interaction is a telephone call.

9. (currently amended) The script compliance method of claim 8, wherein said telephone call is initiated by said live customer client.

10. (currently amended) The script compliance method of claim 1 wherein ~~said evaluating step includes the steps of:~~

converting data representing said voice interaction into a digital signal comprising a spectral representation of said voice interaction,

5 comparing said digital signal to a reference standard comprising a known vocabulary, and matching said digital signal to words and phrases contained in said reference standard.

11. (currently amended) The script compliance method of claim 1 further comprising ~~the further step of:~~

performing an action based upon a determination obtained from said evaluating ~~step~~.

10 12. (currently amended) The script compliance method of claim 11, wherein ~~said performing an action step~~ comprises transmitting a signal to said live agent corresponding to said determination.

13. (currently amended) The script compliance method of claim 11, wherein ~~said performing an action step~~ comprises transmitting a signal to a reviewing authority corresponding to said
15 determination.

14. (currently amended) The script compliance method of claim 11, wherein ~~said performing an action step~~ comprises causing an entry to be made in a script compliance incentive system.

15. (currently amended) The script compliance method of claim 1, further comprising ~~the further step of:~~

20 reviewing the determination of the score ~~whether the agent has adequately followed the script.~~

16. (currently amended) The script compliance method of claim 1-15, wherein ~~said determination of whether the agent has adequately followed the script is a~~ the score is assigned by the automatic speech recognition component.

25 17. (currently amended) The script compliance method of claim 1-16, further comprising dividing data representing the voice interaction into ~~wherein the voice interaction comprises a plurality of panels and~~ assigning a respective score is assigned to each panel by the automatic speech recognition component.

18. (currently amended) A system for evaluating ~~the compliance of an a live agent reading~~
with a script from which the live agent reads when conducting a voice interaction with a live
customer via a communication network adapted to support the voice interaction, the system to a
client comprising at least the following:

5 a script compliance module including at least an automatic speech recognition component
adapted to analyze data representing a portion of the voice interaction spoken by the
live agent, and to determine a score representing a degree with which whether the live
agent has adequately followed complied with the script during that portion of the
voice interaction, and

10 means for causing one or more actions to be taken based upon a the determination by the
automatic speech recognition component as to whether the agent has adequately
followed the script.

19. (cancelled) ~~The system of claim 18 wherein said communication network comprises a~~
~~long distance telephone network.~~

15 20. (cancelled) ~~The system of claim 18 wherein said communication network comprises an~~
~~internet based network.~~

21. (original) The system of claim 18 further comprising a call center including a plurality of
agent workstations.

22. (original) The system of claim 21 wherein each said agent workstation includes a
20 telephone and a computer terminal.

23. (currently amended) The system of claim ~~18-24~~ wherein said live agent is a telemarketing
agent.

24. (currently amended) The system of claim ~~18-24~~ wherein said live agent is a customer
service agent.

25 25. (currently amended) The system of claim 18 wherein said means for causing one or more
actions comprises means for transmitting a signal to said live agent corresponding to said
determination.

26. (currently amended) The system of claim 18 wherein said means for causing one or more actions comprises means for transmitting a signal to a reviewing authority corresponding to said determination.

27. (currently amended) The system of claim 18 wherein said means for causing one or more actions comprises means for causing an entry to be made in a script compliance incentive system.

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